GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3445
ANSWERED ON:11.12.2002
COURIER SERVICE CHARGES
PAWAN KUMAR BANSAL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether various courier service providers charge considerably less than the amount charged by Postal Services for local delivery of letters etc ;

(b) if so, whether the Government have considered the desirability of lowering the postal rates for such services;

(c) if so, the details thereof; and

(d) the other proposals, if any to improve the postal services ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

(a) The Department does not have authentic information about tariff charged in courier industry.

(b) & (c): Tariff setting in the Department of Posts is a dynamic process and takes into account several factors including cost of operation, user profile, price elasticity of demand, prices of competing services etc.

(d) The Department has proposal for upgrading, networking and setting up of Computerised Customer Care Centres depending on development of infrastructure and availability of fund.